

## PLACE AND EXTERNAL RELATIONS SCRUTINY PANEL

**Day:** Tuesday  
**Date:** 25 July 2023  
**Time:** 6.00 pm  
**Place:** Committee Room 1 - Tameside One

Item No.	AGENDA	Page No
1.	<b>APOLOGIES FOR ABSENCE</b>	
2.	<b>DECLARATIONS OF INTEREST</b>  To receive any declarations of interest from members of the Scrutiny Panel.	
3.	<b>MINUTES</b>  To approve as a correct record, the Minutes of the proceedings of the Place and External Relations Scrutiny Panel held on 6 June 2023.	1-2
4.	<b>NEIGHBOURHOOD ENFORCEMENT</b>  The Panel to meet Councillor Denise Ward, Executive Member (Climate Emergency & Environmental Services); Emma Varnam, Assistant Director; Nick Sayers, Head of Operations and Greenspace; Mike Robinson, Regulatory Services Manager; and Dave Smith, Partnership Manager, to receive an overview of policy, strategy and operational delivery; to inform a review of the place-based approach to neighbourhood enforcement, with links to street scene and cleanliness.	3-18
5.	<b>ANNUAL WORK PROGRAMMES</b>  The Panel to receive the annual work programmes for 2023/24.	19-22
6.	<b>CHAIR'S UPDATE</b>  The Chair to provide a verbal update on activity and future priorities for the Panel.	
7.	<b>DATE OF NEXT MEETING</b>  To note that the next meeting of the Place and External Relations Scrutiny Panel will take place on Tuesday 12 September 2023.	
8.	<b>URGENT ITEMS</b>  To consider any additional items the Chair is of the opinion shall be dealt with as a matter of urgency.	

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## Place and External Relations Scrutiny Panel

6 June 2023

**Commenced:** 6.00pm

**Terminated:** 7.30pm

**Present:** Councillors Reid (Chair), Alam (Deputy), Chadwick, Glover, Gwynne, A Holland, McLaren, Robinson

**Apologies:** Councillors Bowerman, Roderick

### 1. DECLARATIONS OF INTEREST

There were no declarations of interest submitted by members of the Scrutiny Panel.

### 2. MINUTES

The minutes of the meeting of the Place and External Relations Scrutiny Panel held on 7 March 2023 were approved as a correct record.

### 3. RESPONSE TO LGSCO FOCUS REPORT

The Panel welcomed Councillor John Taylor, Executive Member (Adult Social Care, Homelessness & Inclusivity); Emma Varnam, Assistant Director; and Lyn Scaplehorn, Partnerships Manager, to receive a response to the Local Government and Social Care Ombudsman Focus Report, More Home Truths – learning lessons from complaints about the Homelessness Reduction Act, published March 2023.

Members received a response of the Executive to questions detailed on page 23 of the ombudsman report that aim to encourage local accountability. The report highlights the most significant duties in the order in which they generally arise as an applicant moves through the process.

Case studies highlight the breadth of investigation and identify common issues and learning points across the following areas:

- Not identifying homelessness and making inquiries
- Failings in the prevention and relief duties
- Personalised Housing Plans
- Interim accommodation
- Communication
- Reviews

The Executive thanked the Scrutiny Panel for highlighting the ombudsman report and that this has provided a timely opportunity for the service to reflect on shared learning and guidance.

The Executive Member and officers responded to a number of questions from the Panel on:

- Key learning points that services and partners can take from the focus report.
- Personalised and tailored support, with a focus on individual circumstance and need.
- Homelessness prevention - options and measures.
- Access to temporary accommodation, including quality and standards.

**Resolved:** That Cllr Taylor, Ms Varnam and Ms Scaplehorn be thanked for attending the meeting.

#### **4. ROLE OF SCRUTINY**

The Chair presented an update and recap on the role of Scrutiny within the wider framework of the Council.

#### **5. ANNUAL WORK PROGRAMME**

Tameside Scrutiny Panels are required to publish an Annual Work Programme of planned activity. The programme of work will cover a two-year rolling period that is to be reviewed, updated and agreed on an annual basis. Scrutiny will continue to adopt a combination of approaches to review service and performance updates, respond to formal consultations, focus reports of the Local Government and Social Care Ombudsman and areas in need of more in-depth review. This includes a responsibility for:

- Research and insight on a particular issue, including desktop reviews
- Review of decisions and recommendations
- Follow-up (from previous review / recommendations)
- Engagement and consultation – to provide responses to pre-decision activity
- Consideration of decisions and reports of the Ombudsman
- Receive updates on key issues as they arise
- Active monitoring of national and regional policy and substantive variation to services

The Chair presented a list of potential topics for the 2023/24 municipal year, with comments from members noted to inform the final document. Next step is for Overview Panel to receive the Scrutiny Work Programmes report on 1 August 2023.

Discussion followed on the priority of topics and the timetable for future meetings. The Chair confirmed that the following topic will now be explored to inform a future update and review:

- Neighbourhood Enforcement – policy and the effectiveness of strategic, operational and place-based approach to fly tipping and street scene/cleanliness.

Scrutiny activity will continue to take place outside of the formal meetings, with all findings and recommendations presented to the full panel for comment and approval.

#### **6. DATE OF NEXT MEETING**

To note that the next meeting of the Place and External Relations Scrutiny Panel will take place on Tuesday 25 July 2023.

#### **7. URGENT ITEMS**

The Chair reported that there were no urgent items for consideration at this meeting.

**CHAIR**

# Fly Tipping



## Key Challenges and Issues

- Regular 'Turnover' in the residential properties, transient residents
- Lack of awareness about proper waste disposal (their 'Duty of Care')
- Converted properties with little space for bin/waste storage or recycling (e.g. flats above shops)
- Over-production of business waste
- Deliberate fly tipping
- Fly tipping on private land
- Legal processes to be followed (e.g. identification of the offender, sufficiency of evidence, court time)

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**NO  
FLY TIPPING**



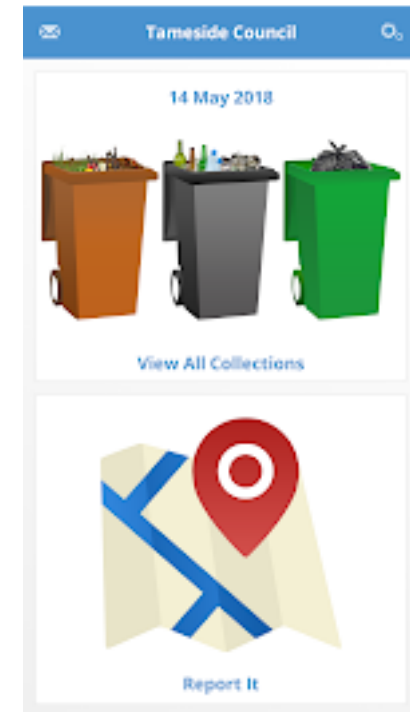
**OFFENDERS WILL  
BE PROSECUTED**



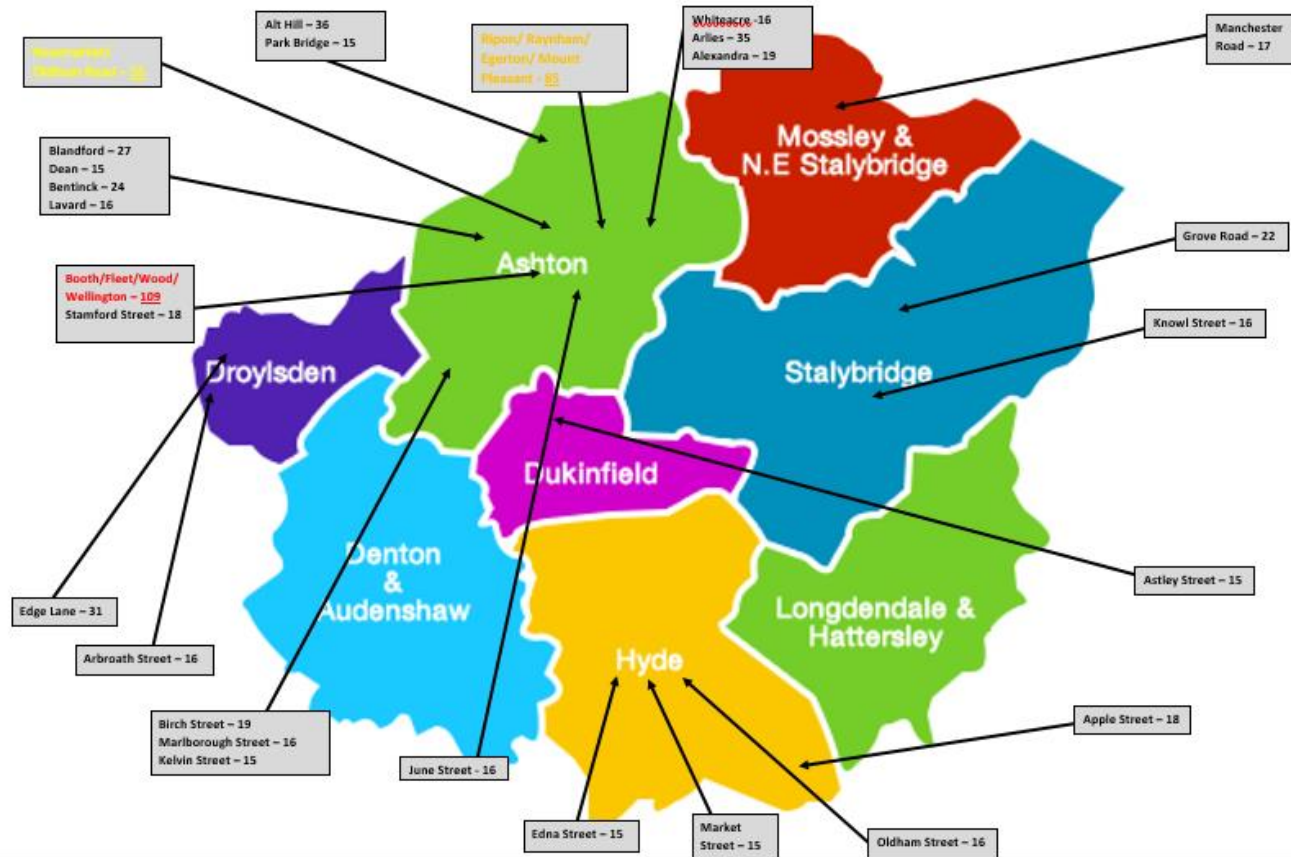
# Service Improvements

- Greater collaboration with other services and partner agencies
- Fly tipping removal function transferred to street cleansing
- Develop process map – triage of complaints
- Service review – effective April 2023. Additional 3.5 enforcement officers.
- Improved customer journey – developed the ‘Tell Tameside’ app to report fly tipping
- Enforcement Panel
- Training for operational staff

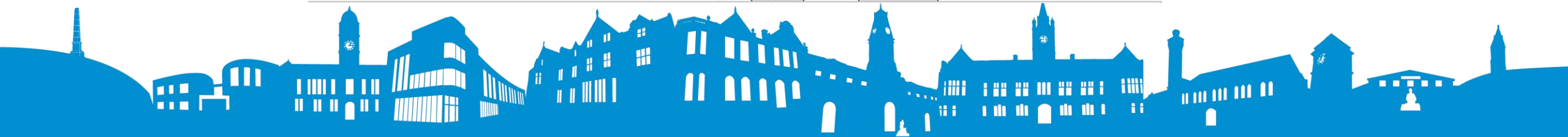
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# Hotspot Areas



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Let's pick up the past -  
So WE can protect the future

Just call in to borrow equipment  
**FREE OF CHARGE**



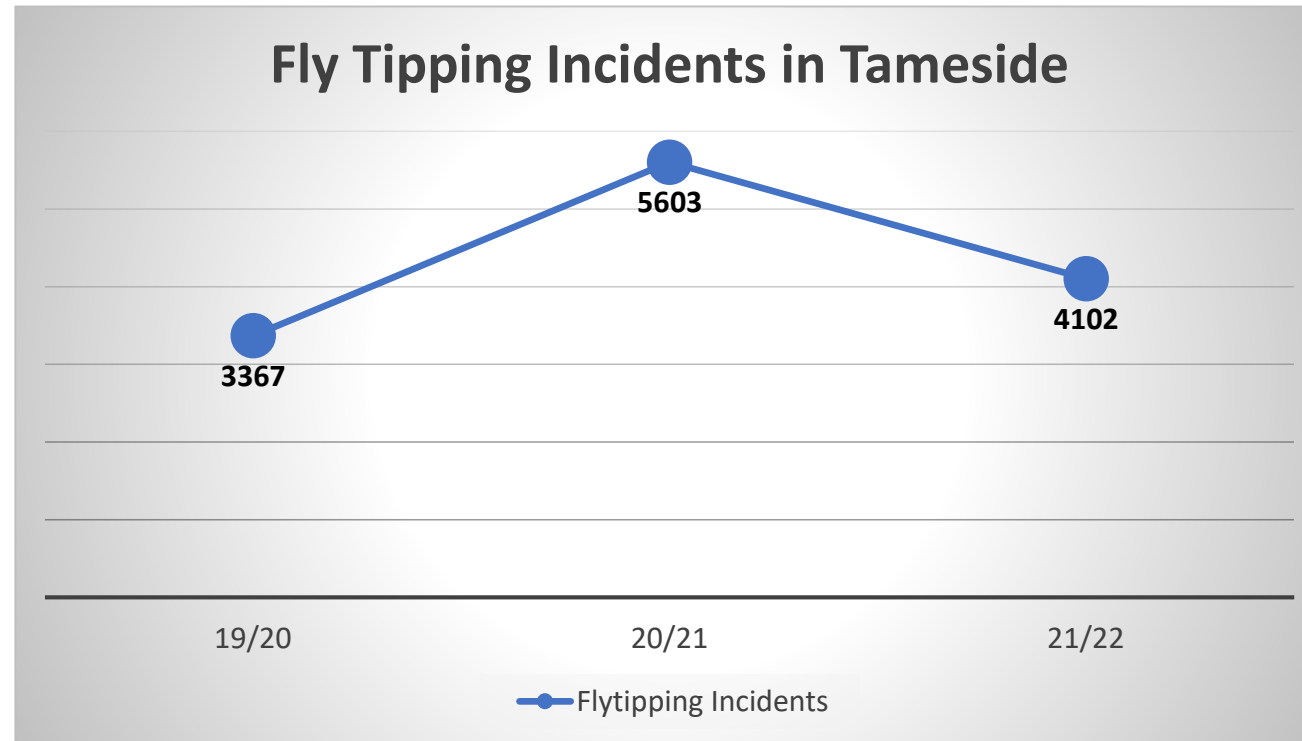
- Tameside Council's Litter Hubs Network enable residents or groups to book out free equipment, including high vis jackets, litter pickers and black bags, from community places.
- Council officers will arrange for the rubbish to be disposed of appropriately.
- We have 14 live litter hubs in the Network at present
- We have now expanded across the 9 towns of Tameside
- Litter Hubs starting to link together
- More litter hubs planned

# Days of Action

- Launched August 2022 together with 'Our Streets' communications campaign
- 8 Days of Action have taken place across the Borough
- Initially focussed in the town centres to raise profile and now demand lead.  
Concentrating on hotspot areas
- Excellent proactive results
- Work ongoing to increase engagement - develop the communications strategy and increase signage/leaflets

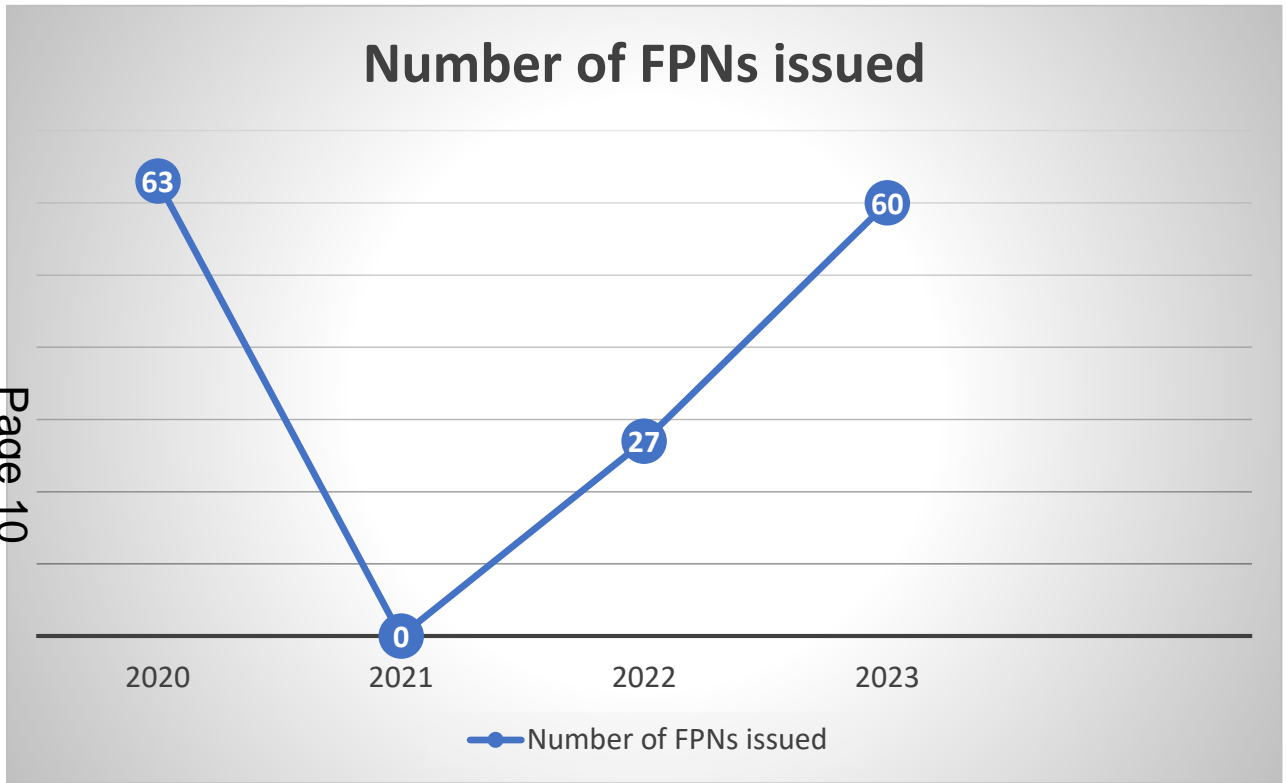


# Fly Tipping Incidents



# Enforcement Data 2020 - 2023

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Date	Offender	FINE
24/3/22	Watson	£1,673
15/5/22	Sutcliffe	£1,365
6/10/22	Driscoll	£570
15/12/22	Ali	£684
30/1/23	Ahmed	£275
9/3/23	Chadwick	£312
9/3/23	Davenport	£1,819

# Community Safety

## Anti-social Behaviour



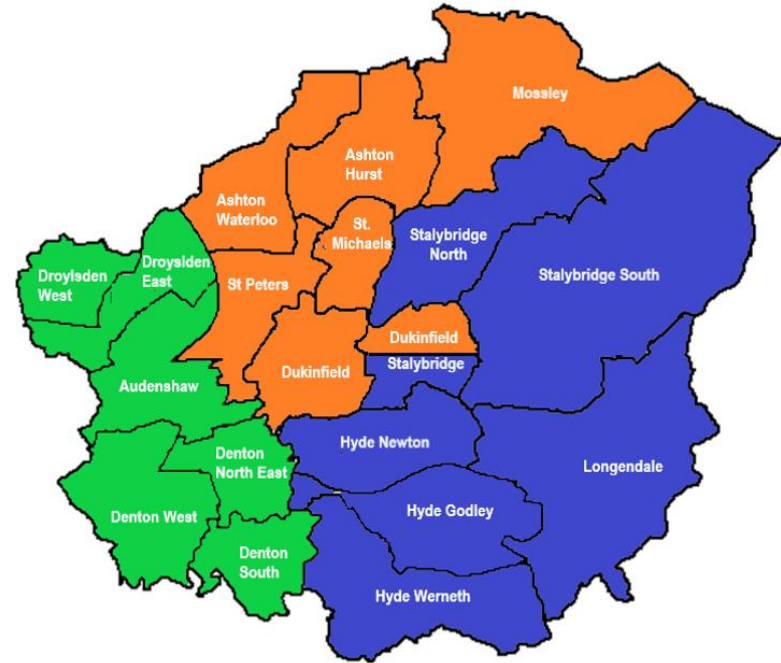
# ASB Team

[asb@tameside.gov.uk](mailto:asb@tameside.gov.uk)

The ASB service has recently undertaken a service re-design as part of their improvement journey.

The team now consists of a Team Leader and two newly recruited officers to the roles culminating in 3 ASB Officers who work on geographic areas of the borough.

Over the past 12-18 months the team have been refreshing their work practices, with a particular focus on case management. An internal work instruction document has been devised and we are currently working towards seeking approval for a public consultation period in respect of an ASB Policy that is currently in draft form.



**John Walker**  
ASB Team Leader



**Peter Jordan**  
ASB Officer  
• Hyde  
• Stalybridge  
• Hattersley  
• Hollingworth  
• Broadbottom



**Karen Daniels**  
ASB Officer  
• Ashton-under-Lyne  
• Dukinfield  
• Mossley



**Jamie Cannon**  
ASB Officer  
• Denton  
• Droylsden  
• Audenshaw



# Public Space Protection Order – Ashton town centre

Since the inception of the PSPO in early November 2022 up until the 8<sup>th</sup> June 2023, GMP Officers have dispersed 140 people in utilising the PSPO. To date, 20 fixed penalty notices have been issued by officers for breaching the PSPO. The ASB team are currently in the process of pursuing 3 individuals through the Magistrates Court for breaching the PSPO having failed to pay the prescribed fine.

Ashton town centre GMP Neighbourhood Team have provided feedback from their conversations with local traders who in the main have been complimentary of the work being done in enforcing the PSPO stating that those individuals who have been the source of nuisance are getting the message that their behaviour won't be tolerated.

ASB team are also working with the Neighbourhood Police team to form evidence based civil injunction applications against those individuals who persist with more general nuisance behaviour on the town centre.

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## Public Space Protection Order for Ashton-under-Lyne Town Centre

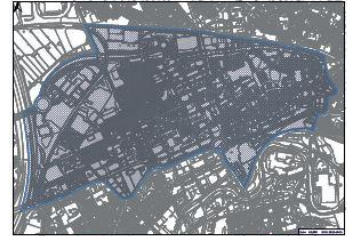


### IS NOW IN PLACE FOR THIS AREA

Anti-Social Behaviour, Crime and Policing Act 2014. Failure to comply with the order is a criminal offence punishable by:

- A £100 fixed penalty notice
- A fine of up to £1000

The order would prohibit the following activities:



the consumption of alcohol or the possession of an open alcohol container;



the use or possession of other intoxicating substances as defined by the Psychoactive Substances Act 2016;



discarding a hypodermic needle or syringe



urination or defecation;



health and/or safety risks including obstruction of doorways and stairwells and;



the erection of temporary structures within the restricted area.

[www.tameside.gov.uk/communitysafety](http://www.tameside.gov.uk/communitysafety)



**Tameside**  
Metropolitan Borough

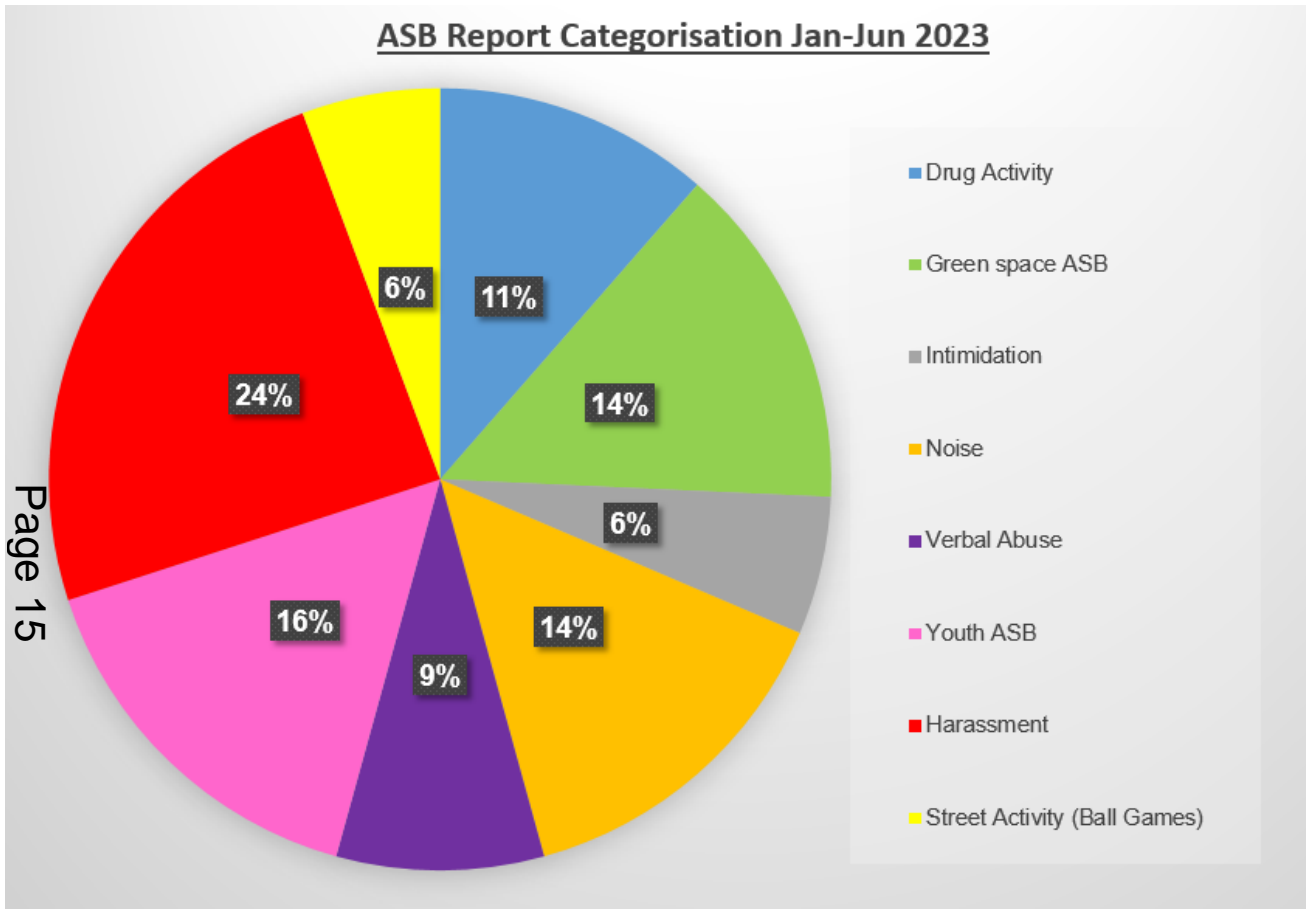
# Public Space Protection Order – Ashton town centre

To accompany the statutory signage that is located around the town centre, the ASB team have worked with the GMP Ashton Town Centre Neighbourhood team to proactively make the public aware of the PSPO through information and engagement stalls that have taken place in Ashton market.





# ASB Reports Received



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Between the months of January – June 2023 the ASB service has received 137 individual reports of anti-social behaviour.

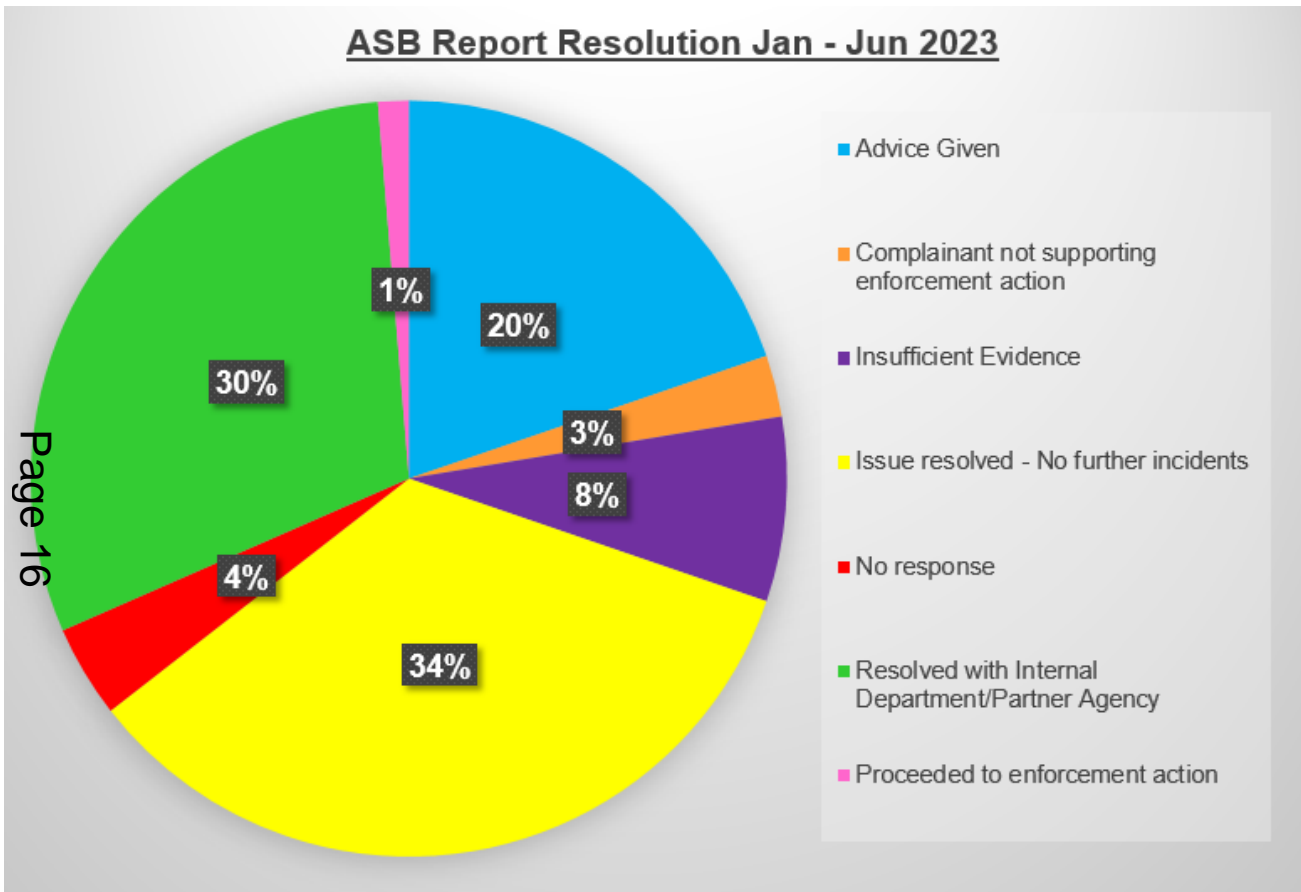
The reports are categorised into different types.

In terms of the reports received by the service, the vast majority of them have an overarching element of a neighbour dispute.

The legal test regarding anti-social behaviour is that the behaviour has to:

- have a detrimental effect on the quality of life of those in the locality;
- be of a persistent or continuing nature; and
- be unreasonable is owing mainly to the fact that in order to pursue an anti-social behaviour report, the behaviour itself must be persistent and continuous

# ASB Reports Resolution



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The ASB team resolve reports of anti-social behaviour via a number of means.

20% of reports are resolved by supporting the complainant by providing advice. 34% of reports are resolved due to their being no further incidents following an initial report.

30% of reports are resolved through a partnership approach of working collaboratively with internal departments or partner agencies.

In dealing with incidences of neighbour disputes officers will investigate reports and attempt to resolve issues before they escalate to this stage where enforcement action is necessary. As a result very few reports advance to formal enforcement action or legal proceedings.

The ASB service also submits intelligence to the Greater Manchester Police Force Intelligence Hub through partnership arrangements.

# Questions

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## SCRUTINY ANNUAL WORK PROGRAMMES 2023/24

### 1. INTRODUCTION

- 1.1 Tameside Scrutiny Panels are required to publish an Annual Work Programme of planned activity for the municipal year ahead. The programme of work will cover a two-year rolling period to be reviewed, updated and agreed on an annual basis.
- 1.2 Scrutiny activity aims to reflect priority issues across the Council and external partners. Work will continue to improve the flexibility, responsiveness and reporting methods of all scrutiny activity undertaken during 2023/24. Discussion from Scrutiny Panels held in June 2023 has directly informed the list of topics and planned updates 'check and challenge', for the year ahead.
- 1.3 Each year a range of emerging topics and issues may require the attention of Scrutiny. It is therefore important to ensure efforts are best placed to support and influence effective decision-making, with a focus on improving outcomes for residents and communities.

#### **Scrutiny activity in Tameside**

- 1.4 There is a range of options available to each Scrutiny Panel as to how activity is planned and undertaken. Scrutiny Chairs will work closely with panel members in order to adopt a combination of approaches to review service and performance updates, respond to formal consultations, focus reports of the Local Government and Social Care Ombudsman and areas in need of more in-depth review. This includes a responsibility for:
  - Research and insight on a particular issue, including desktop reviews
  - Review of decisions and recommendations
  - Follow-up (from previous review / recommendations)
  - Engagement and consultation – to provide responses to pre-decision activity
  - Consideration of decisions and reports of the Ombudsman
  - Receive updates on key issues as they arise
  - Active monitoring of national and regional policy and substantive variation to services
- 1.5 The work programme is ambitious and it is not expected that all topics will be covered during the year, but more an agreed list from which to select items. Scrutiny will remain mindful of budget pressures, regulatory frameworks and the demand on statutory services. Through each work programme, the scrutiny of key partners will be planned where appropriate and relevant. At times, Scrutiny may also consider work and outcomes associated with individual delivery panels of the Executive.
- 1.6 In addition to the work programme, all panel members will continue to receive a regular update email to inform of upcoming activity, access to scrutiny resources, engagement and consultation with regard to local, regional and national decision-making. This provides a direct opportunity for scrutiny members to contribute and respond to the range of activity taking place both within the Council and across partners.

### 2. WORK PROGRAMMES

- 2.1 The Scrutiny meetings held in June 2023 provided members with the opportunity to comment and contribute to the list topics included in the annual work programmes.
- 2.2 Scrutiny activity will continue to be undertaken outside of the formal meetings and through working groups, with all findings and recommendations presented to the full panel for comment and approval. This flexibility can allow responsive and timely work to be undertaken, creating an enhanced opportunity to both influence and inform the impact of

decisions. It is also necessary to monitor and evaluate outcomes from past activity and to review the implementation of recommendations.

2.3 Where deemed appropriate, the wider development of scrutiny may include project support and service development work undertaken at the request of the Executive as a critical friend.

**Planned activity**

2.4 In order to prevent delay, Scrutiny Panels agreed topics to be considered at the next round of public meetings in July, as detailed below.

**Place and External Relations Scrutiny Panel – 25 July 2023**

- Neighbourhood Enforcement

**Children’s Services Scrutiny Panel – 26 July 2023**

- Services for Care Leavers

**Health and Adult Social Care Scrutiny Panel – 27 July 2023**

- Domestic Abuse

2.5 On occasion a topic may require the attention of more than one scrutiny panel in order to examine a range of impacts. At such a time, a decision will be made to assign a lead panel based on both remit and the subject matter. All aspects of activity will be made available to panel members to consider and respond.

**3. SCRUTINY ANNUAL WORK PROGRAMMES 2023/24**

3.1 The work programmes below capture the input and discussion of panel members from meetings held in June 2023. The list of topics does not reflect the order in which activity will be selected or undertaken.

**Place and External Relations Scrutiny Panel**

3.2 The Scrutiny Panel recognises that topics specific to growth, investment and regeneration may be closely linked and best considered in conjunction with others.

<b>Place and External Relations Scrutiny Panel</b>	
•	Neighbourhood Enforcement – policy and the effectiveness of strategic, operational and place-based approach to fly tipping, street scene/cleanliness and parking etc
•	GMP – implementation of the neighbourhood model / Community Safety Partnership
•	Transport for Greater Manchester – Rochdale-Oldham-Tameside Bus Transit programme and emerging public and active travel schemes
•	Housing / Registered Provider Partnership – coordination update to include housing partners around homelessness strategy and accommodation
•	Town Centres – consultation / development and delivery phases
•	Local Plan – Places for Everyone (strategic <u>not</u> operational planning)
•	Poverty / cost of living and vulnerability – cross cutting and strategic response
•	Climate change actions / Environment Strategy implementation
•	Access to work – NEET / Routes to Work / vulnerability
•	The Panel to receive regular updates during the year regarding new and emerging areas
<b>Follow-up on past activity</b>	
•	Homelessness and housing

### **Children's Services Scrutiny Panel**

- 3.3 The Scrutiny Panel will undertake core assurance activity across improvement activity, to include:
- Children's Social Care Improvement Plan
  - Safeguarding Partnership
  - Ofsted activity and reports

<b>Children's Services Scrutiny Panel</b>
• Children's Social Care Improvement Plan / Ofsted Monitoring
• Effectiveness of services and support to care leavers
• Quality and consistency of social work practice / voice of the child / timeliness of plans and assessments across the service
• Development of the Adolescence Hub – Youth Services and provision
• Mental health support / assessment (incl. CAMHS)– crisis and ongoing
• Child exploitation – joint commissioning and intervention activity
• Education <ul style="list-style-type: none"> <li>- Schools / education investment areas – future vision and pathway</li> <li>- Impact of Covid-19 on transition</li> </ul>
• SEND – NHS investment
• The Panel to receive regular updates during the year regarding new and emerging areas
<b>Follow-up on past activity</b>
• Children's Workforce Strategy – social worker recruitment and retention

### **Health and Adult Social Care Scrutiny Panel**

- 3.4 The Scrutiny Panel will undertake core assurance activity with health partners during the municipal year and receive timely briefings, to include: CQC inspection framework
- GMIC model
  - Tameside & Glossop NHS Integrated Care Foundation Trust
  - Pennine Care NHS Mental Health Foundation Trust

<b>Health and Adult Social Care Scrutiny Panel</b>
• Mental Health pathway – crisis support and ongoing secondary care – Pennine Care discharging Care Act duties
• Domestic Abuse (JSNA)
• Tameside Carers – assessment and support for unpaid carers (Health and Care Act 2022)
• Strategy development – input to emerging strategies – e.g. Adults Social Care; and Carers
• Learning disabilities – living at home model – offer and focus on journey, support and outcomes for service users (inc. accommodation). Engagement – Big Chat
• Adult Social Care - Market Position Statement (capacity and demand)
• Tameside Provider Partnership (TPP) / GM Integrated Care (GMIC) – incl. GM, ICFT, Primary Care and TMBC reps.
• Health inequalities – improvement and prevention programmes
• Access to GP appointments (incl. Primary Care Access Service)
• Elective waiting lists – post Covid-19 impact on waits
• Access to Dental Services
• The Panel to receive regular updates during the year regarding new and emerging areas

**In-year monitoring**

3.5 Each Scrutiny Panel will plan and undertake additional oversight and in-year monitoring, to include the following activity.

<b>Additional in-year monitoring</b>
• Budget updates – annual and mid-year
• Feedback and learning from complaints (LGSCO)
• Performance monitoring against corporate priorities (incl. Children’s Social Care)